System based

1. **What is the California Electronic Funds Transfer (EFT) web based payment system?**
   The California EFT web based system is an integrated Automated Clearing House (ACH) network that allows payers to submit their tax/fee payments online for various California state agencies, including DHCS.

2. **When is the system available?**
   The system is available 24 hours a day/7 days a week. Payments can be submitted at any time through this interface.

3. **How does the system work?**
   This system uses the Automated Clearing House (ACH) network to remit payments. The user creates an online payment for DHCS by inserting details like:
   a. DHCS Account Number
   b. DHCS Case Name - the Medi-Cal beneficiaries name or facility name
   c. Amount Due - the amount of payment you want to remit.
   d. Contact Information
   e. Bank Information

4. **What is the Just Pay It option?**
   The Just Pay It option is the payment option that Medi-Cal beneficiaries or providers must use to make an EFT payment to DHCS Third Party Liability & Recovery.

5. **What are the benefits of using this system?**
   The Just Pay It option offers many benefits:
   a. **Ease of Use** – Just Pay It offers 5 easy "step by step" instructions to make a payment.
      i. Enter Account Information
      ii. Enter Payment Information
      iii. Enter Contact Information
      iv. Select Payment Method
      v. Confirm Payment
   b. **Fast** - Payments can be made in minutes.
   c. **Secure** - This system implements a high degree of security to protect your payments. All payments are sent to your financial institution through secured connections.
   d. **Paperless** - This system eliminates the need for writing checks to make payments.

6. **Who can make payments through the web based payment system?**
   A Medi-Cal beneficiary or their representative, providers, a beneficiary’s heir or their representative or other entities can make payments through the web based payment system.

7. **What are the minimum software and browser requirements to make payments online?**
   You will need a computer with Internet access and one of following combinations of browser and operating systems:
   a. Internet Explorer Version 6 with Service pack 1 on Windows XP
   b. Internet Explorer Version 6 with Service pack 2 on Windows XP
   c. Internet Explorer Version 7 with Service pack 2 on Windows XP
   d. Internet Explorer Version 7 with Service pack 3 on Windows XP
   e. Internet Explorer Version 7 on Windows Vista
   f. Firefox2 on Windows XP
   g. Firefox 3 on Windows XP
   h. Firefox 3 on Windows Vista
   i. Firefox 2 on Windows Vista
   j. Safari 3.2 on Mac 10.4
   k. Safari 3.2 on Mac 10.5
   l. Safari 1.3.2 on Mac 10.3

8. **Does the system place cookies on my computer?**
   Our system does not store cookies on your computer.

9. **Will my payments be submitted securely?**
   This system utilizes the most advanced security available to ensure the privacy of your payment.
information. All transactions are conducted over a Secure Sockets Layer (SSL) connection secured with 128-bit encryption. SSL is a communications protocol for transmitting private information over the Internet.

10. What are some of the security features?
   a. All transmitted information is sent using an encrypted connection.
   b. Your session will timeout after 20 minutes if left idle.
   c. Your browser will not cache the information entered and it will not be stored locally on your computer.

User based

1. Who can use the system?
   Any Medi-Cal beneficiary or their representative, provider, beneficiary’s heir or their representative, or other entity with a DHCS Account Number can use the EFT system.

2. Can a payment be scheduled for any day?
   Payments can be scheduled for up to four (4) days in advance, except during bank holidays or state holidays. Payments completed before 3 p.m. PST (Pacific Standard Time) will settle the next banking day. Payments completed after 3 p.m. PST will settle after two (2) banking days following initiation of your payment.

Please see the list of bank holidays below:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>New Years Day</td>
<td>January 1*</td>
</tr>
<tr>
<td>Martin Luther King Jr. Day</td>
<td>Third Monday in January</td>
</tr>
<tr>
<td>Presidents' Day</td>
<td>Third Monday in February</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Last Monday in May</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4*</td>
</tr>
<tr>
<td>Labor Day</td>
<td>First Monday in September</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>Second Monday in October</td>
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<tr>
<td>Veteran's Day</td>
<td>November 11*</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Fourth Thursday in November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25*</td>
</tr>
</tbody>
</table>

*Note: If the holiday falls on a Sunday, the banks are closed the following Monday.

Please see the list of state holidays below:

<table>
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</tr>
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<tbody>
<tr>
<td>New Year’s Day - January 1</td>
<td></td>
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<tr>
<td>Martin Luther King Jr. Day (third Monday in January)</td>
<td></td>
</tr>
<tr>
<td>Presidents Day (third Monday in February)</td>
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<tr>
<td>Cesar Chavez Day - March 31</td>
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<tr>
<td>Memorial Day (last Monday in May)</td>
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<tr>
<td>Day after Thanksgiving - Friday after Thanksgiving</td>
<td></td>
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<tr>
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<td></td>
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</tbody>
</table>

*Note: if this date falls on a Sunday, the holiday is observed on the following Monday.

3. At what times during the day can I submit a payment?
   Payments can be submitted any time the system is available. If you initiate a payment before 3:00 p.m. PST, the payment will settle the following business day. If the payment is initiated after 3:00 p.m. PST, the payment will settle on the second business day.
4. **What information do I need to make a payment?**
   In addition to your DHCS Account Number, to make a payment you will need the following basic information:
   a. DHCS Case Name
   b. Amount of the payment
   c. Payer’s contact information
   d. Payer’s bank information

5. **If I have problems using this system, how can I get help?**
   Contact DHCS, Third Party Liability and Recovery Division (TPLRD) at (916) 650-0490 for assistance. This contact information is also listed on the login page by hovering over the "Help" button next to the account number field.

**Logins**

1. **How do I login to make payments through the web?**
   On the login page, enter your DHCS Account Number.

**Payments**

1. **How do I make a payment?**
   a. Login by entering your DHCS Account Number.
   b. Enter the Amount Due and the Bank Account Debit Date, click “Continue”.
   c. Enter the Case Name and the Payer’s Contact Information, click “Continue”.
   d. Enter the payer’s Bank Account Information and click “Continue”.
   e. Review all information for accuracy on the Confirm Payment page and click “Submit Payment”.
   f. Print confirmation page or make a note of the confirmation number.

2. **Can I request a refund?**
   If you have transmitted more than the amount due or would like a refund, you may send a refund request or, in some cases, request to apply the overpayment to another reporting period. Please send your request to the following address:

   Department of Health Care Services  
   Third Party Liability and Recovery Division  
   Attention: Posting Unit  
   P.O. Box 997425 MS 4720  
   Sacramento, CA 95899-7425

   The following information must be included in your refund request to avoid any delay in processing:
   - Reference number from EFT transaction
   - Name and Contact phone number
   - Name the refund check is to be payable to
   - Address to send refund check to

3. **What if I still want to send in a check to make a payment?**
   If you provide a check as payment, you authorize DHCS to make a one time EFT from your account, using the information from your check, or process your payment as a traditional check transaction. You will not receive your original check back from your financial institution. For security reasons we will destroy your original check, but we will keep a copy for record keeping purposes.